

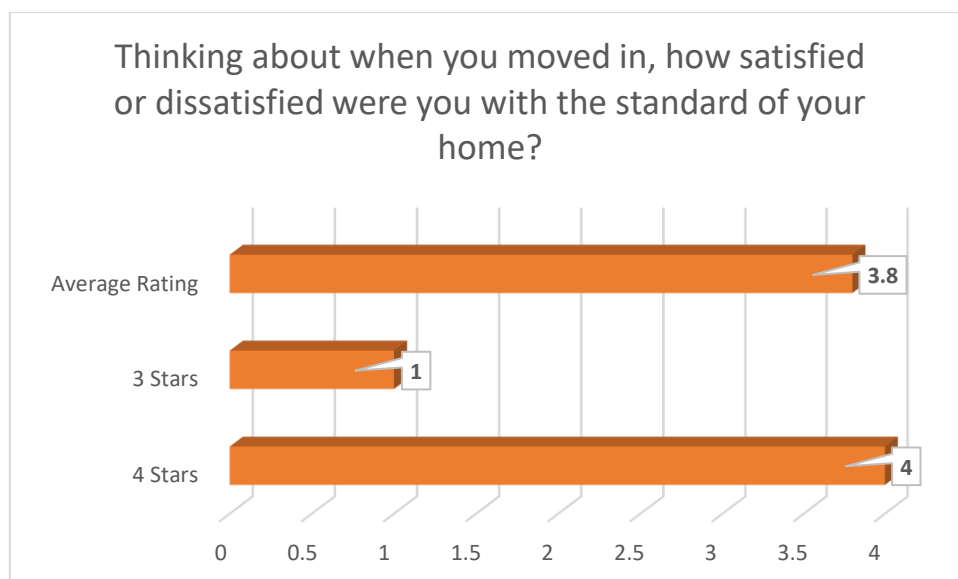
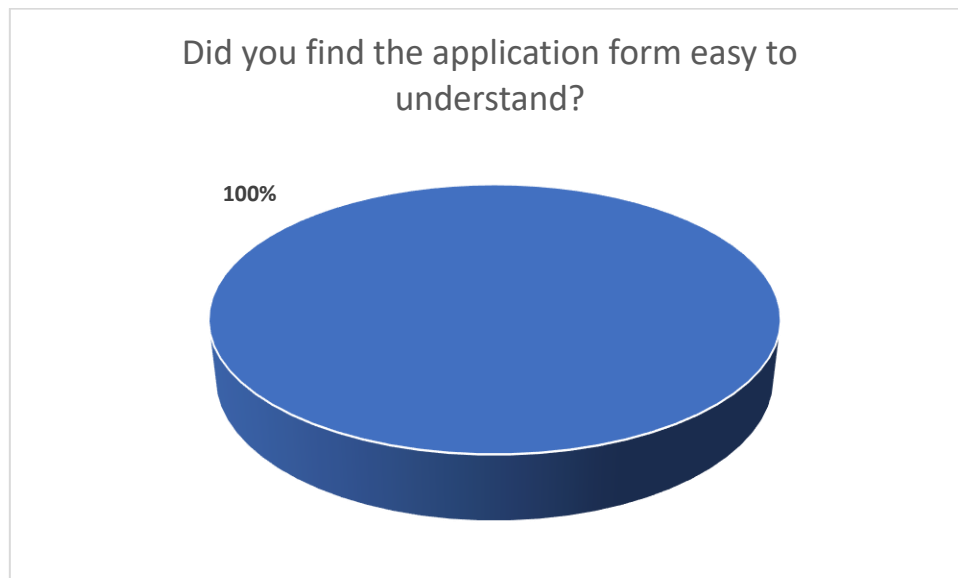


**New Tenant
Satisfaction Survey
Analysis
April – September 2017**

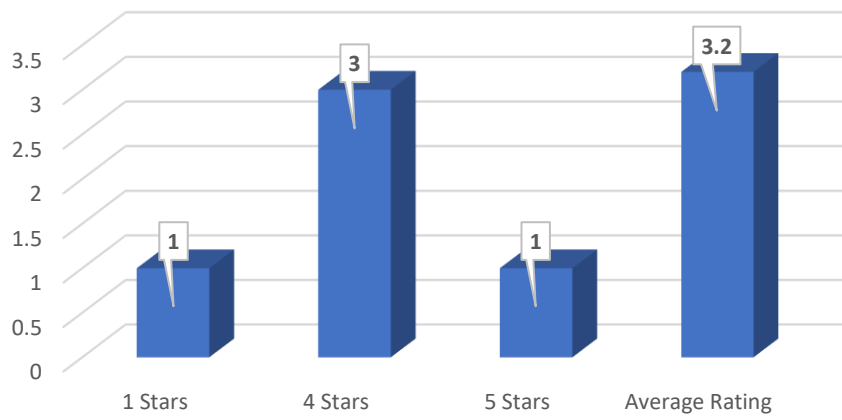
Survey Information

For the period April to June 2021 new tenancies of the 15 surveys issued there were 5 returns which is a third of the surveys issued.

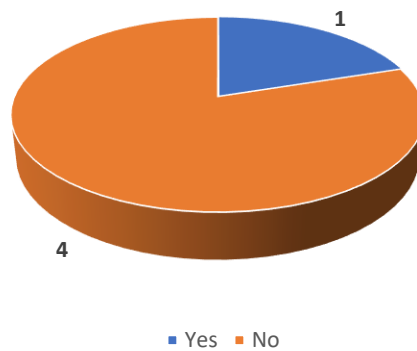
The following charts shows the results of this survey.



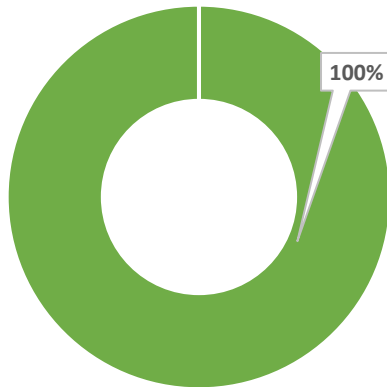
How would you rate the information provided during your sign-up interview?



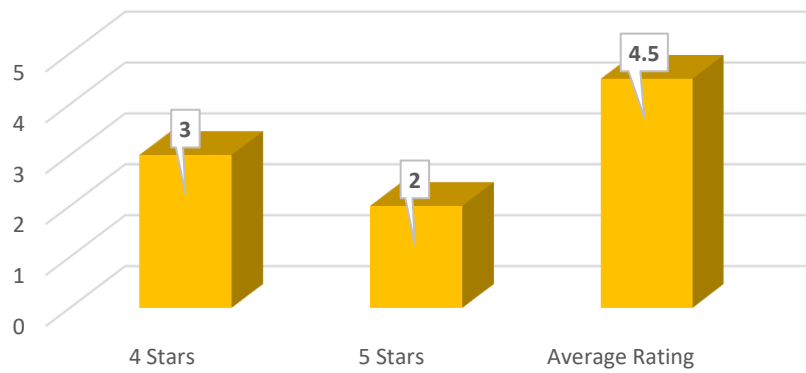
Is there anything which could have been done to make your application and rehousing process easier?



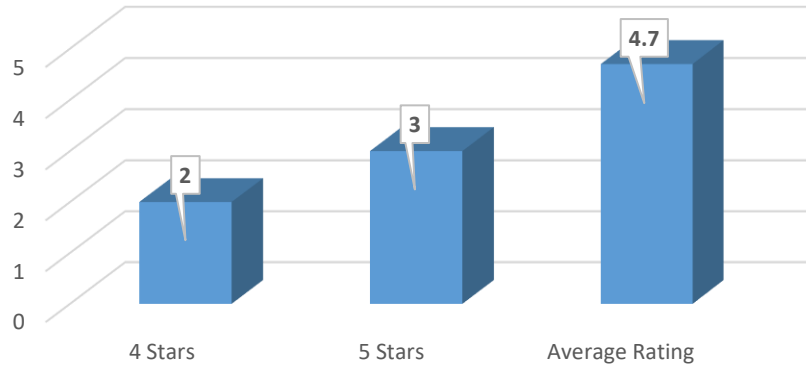
Have you found the new tenant pack useful?



How satisfied were you with the overall service provided to you by Knowes Housing Association?

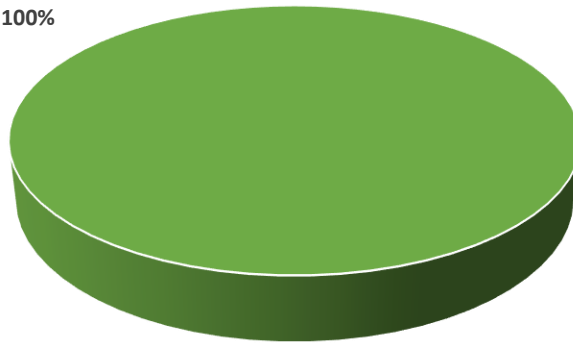


How satisfied were you with the information provided by Knowes Housing Association?

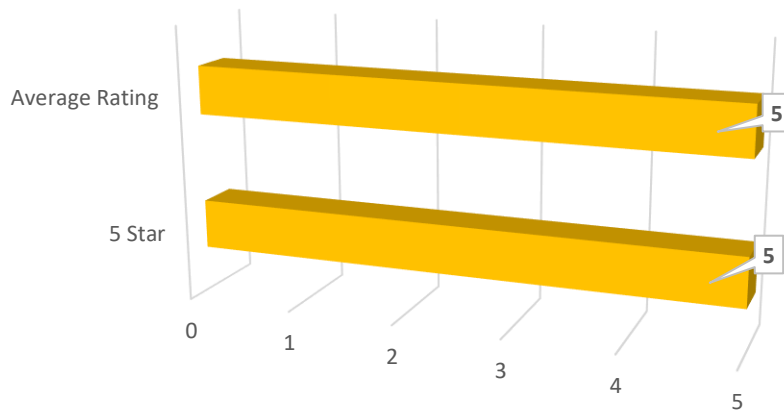


Did you have any difficulty contacting the Association or accessing information?

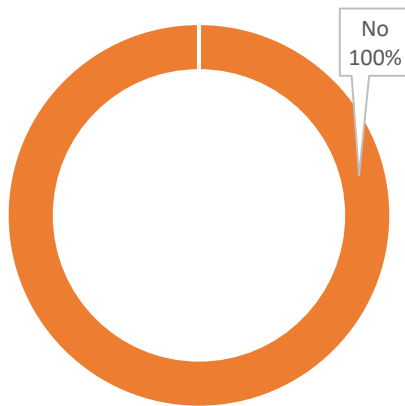
100%



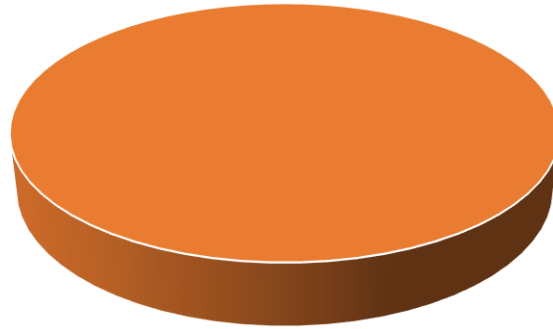
Overall how satisfied were you with Knowes Housing Association's allocation process?



Do you feel that we could improve this service?



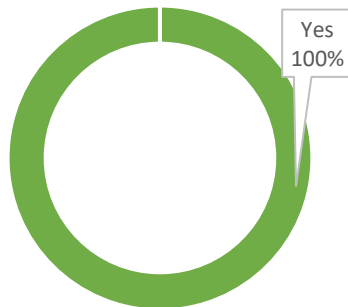
Do you feel that you have been treated fairly?



100%

■ Yes

Do you think the Association has dealt with the allocation of your home under the current covid restrictions well?



Yes
100%



Knowes Housing Association Ltd., 10 Field Road, Faifley, Clydebank, G81 5BX;
email: info@knowes.org website: www.knowes.org

phone: 01389 877752

Knowes Housing Association Ltd is a charitable organisation registered under Scottish Charity No: SC027466

Knowes Housing Association Ltd
Registered Office: 10 Field Road, Faifley, Clydebank, G81 5BX

'Registered with the **FCA** under the **Co-operative and Community Benefit Societies Act 2014** (No. 2518R(S)) and with The Scottish Housing Regulator No. HEP300'

Knowes Housing Association Ltd is a registered property factor (Reg. No. PF000201)